

# Product Registration

For complete peace of mind,  
extend your warranty!

*see details inside*

Now you can  
register on the Web!

<http://warranty.apc.com>

enter key code: q437x

**APC**<sup>®</sup>  
Legendary Reliability<sup>®</sup>

\*APC encourages all customers to register their APC products.  
However, failure to do so will not diminish rights to warranty.



# How to register your product:

## 1 NEW OPTION

Visit the APC Web site and use APC's fast and easy online registration:

<http://warranty.apc.com>

enter key code: q437x

<http://warranty.apc.com>

2 Or fill out the information below and fax to: (401) 789-3710

3 Or mail this postage paid card to APC

### APC PRODUCT REGISTRATION FORM

All information must be completed.

☐ Mr. ☐ Mrs. ☐ Ms.

First Name

Last Name

Job Title

Company Name

Mailing Address

City

State/Province Zip/ Postal Code

Country

Phone

Fax

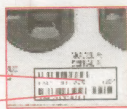
E-mail Address

#### APC model purchased :

- |   |  |  |
|---|--|--|
| 1. <input type="checkbox"/> Back-UPS® CS  | 9. <input type="checkbox"/> Smart-UPS®       | 17. <input type="checkbox"/> Symmetra® LX              |
| 2. <input type="checkbox"/> Back-UPS® ES  | 10. <input type="checkbox"/> Smart-UPS® RM   | 18. <input type="checkbox"/> Matrix-UPS®               |
| 3. <input type="checkbox"/> Back-UPS® HS  | 11. <input type="checkbox"/> Smart-UPS® RT   | 19. <input type="checkbox"/> SurgeArrest®              |
| 4. <input type="checkbox"/> Back-UPS® LS  | 12. <input type="checkbox"/> Smart-UPS® SC   | 20. <input type="checkbox"/> SurgeArrest® Notebook Pro |
| 5. <input type="checkbox"/> Back-UPS® RS  | 13. <input type="checkbox"/> Smart-UPS® XL   | 21. <input type="checkbox"/> PowerManager™             |
| 6. <input type="checkbox"/> Back-UPS® XS  | 14. <input type="checkbox"/> Smart-UPS® XLRM | 22. <input type="checkbox"/> ProtectNet® Series        |
| 7. <input type="checkbox"/> Back-UPS® Pro | 15. <input type="checkbox"/> Symmetra®       | 23. <input type="checkbox"/> Line-R®                   |
| 8. <input type="checkbox"/> PowerStack®   | 16. <input type="checkbox"/> Symmetra® RM    |  |

Model #

Serial #



APC Model #

APC Serial #

Date Purchased month / day / year

Purchased From

City

State /Province Country

#### How did you first hear about APC?

- |   |   |  |
|---|---|--|
| 1. <input type="checkbox"/> Advertising - Magazine/ Newspaper | 5. <input type="checkbox"/> Catalog       | 9. <input type="checkbox"/> PC manufacturer    |
| 2. <input type="checkbox"/> Advertising - TV/Radio            | 6. <input type="checkbox"/> Trade show    | 10. <input type="checkbox"/> Consultant        |
| 3. <input type="checkbox"/> Reseller/Dealer/Salesperson       | 7. <input type="checkbox"/> Store display | 11. <input type="checkbox"/> Editorial/Article |
| 4. <input type="checkbox"/> Relative/Friend/Co-worker         | 8. <input type="checkbox"/> Internet      | 12. <input type="checkbox"/> Other             |

#### What type of equipment are you protecting with this APC product? (check all that apply)

- |  |   |
|--|---|
| 1. <input type="checkbox"/> Server                           | 11. <input type="checkbox"/> VoIP equipment                           |
| 2. <input type="checkbox"/> Stand-alone personal computer    | 12. <input type="checkbox"/> Networking equipment (i.e. router, hub)  |
| 3. <input type="checkbox"/> Networked personal computer      | 13. <input type="checkbox"/> Telecom equipment (i.e. PBX, KEY system) |
| 4. <input type="checkbox"/> Laptop                           | 14. <input type="checkbox"/> Modem/Telephone                          |
| 5. <input type="checkbox"/> NT/RISC Workstation              | 15. <input type="checkbox"/> Point of sale equipment                  |
| 6. <input type="checkbox"/> Midrange system                  | 16. <input type="checkbox"/> Medical/Lab equipment                    |
| 7. <input type="checkbox"/> External storage (i.e. SAN, NAS) | 17. <input type="checkbox"/> Audio/Video entertainment systems        |
| 8. <input type="checkbox"/> Fax machine                      | 18. <input type="checkbox"/> Industrial equipment                     |

#### Decision to purchase this product was based on: (check all that apply)

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Dealer recommendation            | 8. <input type="checkbox"/> Review/Editorial             |
| 2. <input type="checkbox"/> Advertising                      | 9. <input type="checkbox"/> Company/Dept. standard       |
| 3. <input type="checkbox"/> Past use of APC product          | 10. <input type="checkbox"/> Product warranty            |
| 4. <input type="checkbox"/> Relative/Friend/Co-worker        | 11. <input type="checkbox"/> Equipment protection policy |
| 5. <input type="checkbox"/> PC manufacturer                  | 12. <input type="checkbox"/> Company reputation          |
| 6. <input type="checkbox"/> Price                            | 13. <input type="checkbox"/> Product availability        |
| 7. <input type="checkbox"/> Product features/ Specifications | 14. <input type="checkbox"/> Other                       |

#### Which of the following features were important to you when choosing this APC product? (check the three most important)

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Appearance/Shape                   | 14. <input type="checkbox"/> USB Connectivity                    |
| 2. <input type="checkbox"/> Automatic Voltage Regulation (AVR) | 15. <input type="checkbox"/> Serial Connectivity                 |
| 3. <input type="checkbox"/> Battery backup runtime             | 16. <input type="checkbox"/> SmartSlot expansion bay             |
| 4. <input type="checkbox"/> Data recovery services             | 17. <input type="checkbox"/> SNMP capable                        |
| 5. <input type="checkbox"/> Ergonomic design                   | 18. <input type="checkbox"/> Software features                   |
| 6. <input type="checkbox"/> Front panel/ Indicator displays    | 19. <input type="checkbox"/> Unattended OS/ Application shutdown |
| 7. <input type="checkbox"/> Number of outlets                  | 20. <input type="checkbox"/> Software included with UPS          |
| 8. <input type="checkbox"/> Output waveform                    | 21. <input type="checkbox"/> Software certification              |
| 9. <input type="checkbox"/> Power capacity/VA/ Watt rating     | 22. <input type="checkbox"/> Power line surge protection         |
| 10. <input type="checkbox"/> Price                             | 23. <input type="checkbox"/> Ethernet surge protection           |
| 11. <input type="checkbox"/> Redundant design                  | 24. <input type="checkbox"/> Phone line surge protection         |
| 12. <input type="checkbox"/> Reliability                       | 25. <input type="checkbox"/> Cable/DSS surge protection          |
| 13. <input type="checkbox"/> Size/Weight                       | 26. <input type="checkbox"/> User-replaceable batteries          |
|  | 27. <input type="checkbox"/> No specific features                |
|  | 28. <input type="checkbox"/> Other                               |

#### From what type of store did you purchase this APC product?

- |  |   |
|--|---|
| 1. <input type="checkbox"/> Computer products dealer   | 7. <input type="checkbox"/> Mass merchant/Retail store    |
| 2. <input type="checkbox"/> Value added reseller (VAR) | 8. <input type="checkbox"/> Power specialist              |
| 3. <input type="checkbox"/> Mail order catalog         | 9. <input type="checkbox"/> Computer manufacturer         |
| 4. <input type="checkbox"/> Computer superstore        | 10. <input type="checkbox"/> Internet retailer (e-tailer) |
| 5. <input type="checkbox"/> Warehouse club             | 11. <input type="checkbox"/> Direct from APC              |
| 6. <input type="checkbox"/> Office superstore          | 12. <input type="checkbox"/> Other                        |

#### Was this product purchased and installed as part of the original system?

1. ☐ Yes 2. ☐ No

#### Where will this APC product be used?

- |   |  |
|---|--|
| 1. <input type="checkbox"/> Data center   | 7. <input type="checkbox"/> Laboratory                 |
| 2. <input type="checkbox"/> Wiring closet | 8. <input type="checkbox"/> Retail store               |
| 3. <input type="checkbox"/> Home          | 9. <input type="checkbox"/> School/University/Library  |
| 4. <input type="checkbox"/> Office        | 10. <input type="checkbox"/> Hospital/Medical facility |
| 5. <input type="checkbox"/> Home office   | 11. <input type="checkbox"/> Other                     |
| 6. <input type="checkbox"/> Factory       |  |

#### Which best describes your company's primary activity at this location:

- |  |
|--|
| 1. <input type="checkbox"/> Communications/Broadcasting/Publishing           |
| 2. <input type="checkbox"/> Consulting                                       |
| 3. <input type="checkbox"/> Education  |
| 4. <input type="checkbox"/> Engineering/Architecture/Construction            |
| 5. <input type="checkbox"/> Finance/Banking/Accounting/Insurance/Real estate |
| 6. <input type="checkbox"/> Government/Military                              |
| 7. <input type="checkbox"/> Health/Medical                                   |
| 8. <input type="checkbox"/> Legal services                                   |
| 9. <input type="checkbox"/> Manufacturing/Industrial                         |
| 10. <input type="checkbox"/> Research/Development                            |
| 11. <input type="checkbox"/> Computer reseller/Distributor/Wholesaler        |
| 12. <input type="checkbox"/> Other reseller/Distributor/Wholesaler           |
| 13. <input type="checkbox"/> Other service industry                          |
| 14. <input type="checkbox"/> Not applicable                                  |
| 15. <input type="checkbox"/> Other   |

#### How many employees at your company?

- |   |   |
|---|---|
| 1. <input type="checkbox"/> 100 or less | 3. <input type="checkbox"/> More than 1,000 |
| 2. <input type="checkbox"/> 101-1,000   | 4. <input type="checkbox"/> Not applicable  |

#### Which of the following best describes the job or position of the person who decided to purchase this product?

- |   |
|---|
| 1. <input type="checkbox"/> Accountant/Banker /Financial Analyst    |
| 2. <input type="checkbox"/> Administrative Staff                    |
| 3. <input type="checkbox"/> Art Director/Graphic Designer           |
| 4. <input type="checkbox"/> Chairman/President/Owner/Partner        |
| 5. <input type="checkbox"/> Consultant/Advisor                      |
| 6. <input type="checkbox"/> CFO/Controller/Treasurer                |
| 7. <input type="checkbox"/> Data Comm./Telecom Manager              |
| 8. <input type="checkbox"/> Editor/Writer                           |
| 9. <input type="checkbox"/> Educator                                |
| 10. <input type="checkbox"/> Engineer/Scientist/Programmer Analyst  |
| 11. <input type="checkbox"/> LAN/Network Manager                    |
| 12. <input type="checkbox"/> LAN/Network Staff                      |
| 13. <input type="checkbox"/> MIS/DP Manager                         |
| 14. <input type="checkbox"/> Professional (Doctor/Lawyer/Architect) |

UNITED STATES  
IN THE  
IF MAILED  
NECESSARY  
NO POSTAGE



**What type of equipment are you protecting with this APC product? (check all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> 1. Server                           | <input type="checkbox"/> 11. VoIP equipment                           |
| <input type="checkbox"/> 2. Stand-alone personal computer    | <input type="checkbox"/> 12. Networking equipment (i.e. router, hub)  |
| <input type="checkbox"/> 3. Networked personal computer      | <input type="checkbox"/> 13. Telecom equipment (i.e. PBX, KEY system) |
| <input type="checkbox"/> 4. Laptop                           | <input type="checkbox"/> 14. Modem/Telephone                          |
| <input type="checkbox"/> 5. NT/RISC Workstation              | <input type="checkbox"/> 15. Point of sale equipment                  |
| <input type="checkbox"/> 6. Midrange system                  | <input type="checkbox"/> 16. Medical/Lab equipment                    |
| <input type="checkbox"/> 7. External storage (i.e. SAN, NAS) | <input type="checkbox"/> 17. Audio/Video entertainment systems        |
| <input type="checkbox"/> 8. Fax machine                      | <input type="checkbox"/> 18. Industrial equipment                     |
| <input type="checkbox"/> 9. Printer                          | <input type="checkbox"/> 19. Other equipment _____                    |
| <input type="checkbox"/> 10. Scanner                         |   |

**If using this product with computer or network equipment, which brand(s) of computer or network hardware do you protect with this APC product? (check all that apply)**

- |                                       |  |  |   |
|---------------------------------------|--|--|---|
| <input type="checkbox"/> 1. 3-Com     | <input type="checkbox"/> 9. EMC              | <input type="checkbox"/> 17. Lucent            | <input type="checkbox"/> 25. Sony         |
| <input type="checkbox"/> 2. Acer      | <input type="checkbox"/> 10. Fujitsu Siemens | <input type="checkbox"/> 18. Micron            | <input type="checkbox"/> 26. Sun          |
| <input type="checkbox"/> 3. Apple     | <input type="checkbox"/> 11. Gateway         | <input type="checkbox"/> 19. NEC/Packard Bell  | <input type="checkbox"/> 27. Toshiba      |
| <input type="checkbox"/> 4. Avaya     | <input type="checkbox"/> 12. Hitachi         | <input type="checkbox"/> 20. Netgear           | <input type="checkbox"/> 28. Unisys       |
| <input type="checkbox"/> 5. Cisco     | <input type="checkbox"/> 13. HP/Compaq       | <input type="checkbox"/> 21. Network Appliance | <input type="checkbox"/> 29. Non-branded  |
| <input type="checkbox"/> 6. Dell      | <input type="checkbox"/> 14. IBM             | <input type="checkbox"/> 22. Nortel Networks   | <input type="checkbox"/> 30. Non-computer |
| <input type="checkbox"/> 7. D-Link    | <input type="checkbox"/> 15. Inter-Tel       | <input type="checkbox"/> 23. Silicon Graphics  | <input type="checkbox"/> 31. Other _____  |
| <input type="checkbox"/> 8. eMachines | <input type="checkbox"/> 16. Linksys         | <input type="checkbox"/> 24. SNAP Appliance    |   |

**If using this product with a computer, what type of hardware are you protecting with this APC product? (check all that apply)**

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> 1. Intel X86/<br>Pentium Series | <input type="checkbox"/> 4. Intel Itanium | <input type="checkbox"/> 8. Sparc       | <input type="checkbox"/> 12. Not applicable |
| <input type="checkbox"/> 2. AMD X86                      | <input type="checkbox"/> 5. Mac G3        | <input type="checkbox"/> 9. AS/400/Mini | <input type="checkbox"/> 13. Other _____    |
| <input type="checkbox"/> 3. Cyrex                        | <input type="checkbox"/> 6. Mac G4        | <input type="checkbox"/> 10. Power PC   |   |
|  | <input type="checkbox"/> 7. iMac          | <input type="checkbox"/> 11. Alpha      |   |

**If you purchased an APC UPS, what type of interface device or software do you use with this UPS?**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> 1. PowerChute® Business Edition     | <input type="checkbox"/> 7. APC Shutdown Manager                | <input type="checkbox"/> 12. Interface Cable |
| <input type="checkbox"/> 2. PowerChute® Personal Edition     | <input type="checkbox"/> 8. APC Enterprise Manager              | <input type="checkbox"/> 13. None            |
| <input type="checkbox"/> 3. PowerChute® <i>plus</i>          | <input type="checkbox"/> 9. APC InfraStruXure Manager           | <input type="checkbox"/> 14. Other _____     |
| <input type="checkbox"/> 4. PowerChute® Inventory Manager    |   |  |
| <input type="checkbox"/> 5. PowerChute® Network Shutdown     | <input type="checkbox"/> 10. SNMP Agent                         |  |
| <input type="checkbox"/> 6. Web SNMP/Network Management Card | <input type="checkbox"/> 11. Power Management Extensions-Win 98 |  |

**If using this product with a computer, which operating system is used on the computers that are protected by this APC product? (check all that apply)**

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> 1. Windows 95   | <input type="checkbox"/> 6. Windows XP                | <input type="checkbox"/> 11. SCO Unix      | <input type="checkbox"/> 16. UNIXWARE       |
| <input type="checkbox"/> 2. Windows 98   | <input type="checkbox"/> 7. Mac OS                    | <input type="checkbox"/> 12. Red Hat Linux | <input type="checkbox"/> 17. OS/2           |
| <input type="checkbox"/> 3. Windows Me   | <input type="checkbox"/> 8. Novell Netware            | <input type="checkbox"/> 13. HP-UX         | <input type="checkbox"/> 18. Other Linux    |
| <input type="checkbox"/> 4. Windows NT   | <input type="checkbox"/> 9. Solaris/Sun OS (on Sparc) | <input type="checkbox"/> 14. AIX           | <input type="checkbox"/> 19. Other Unix     |
| <input type="checkbox"/> 5. Windows 2000 | <input type="checkbox"/> 10. Solaris (on Intel)       | <input type="checkbox"/> 15. Tru64         | <input type="checkbox"/> 20. Not applicable |
|  |   | <input type="checkbox"/> 21. Other _____   |   |

- |   |
|---|
| <input type="checkbox"/> 5. Consultant/Advisor                      |
| <input type="checkbox"/> 6. CFO/Controller/Treasurer                |
| <input type="checkbox"/> 7. Data Comm./Telecom Manager              |
| <input type="checkbox"/> 8. Editor/Writer                           |
| <input type="checkbox"/> 9. Educator                                |
| <input type="checkbox"/> 10. Engineer/Scientist/Programmer Analyst  |
| <input type="checkbox"/> 11. LAN/Network Manager                    |
| <input type="checkbox"/> 12. LAN/Network Staff                      |
| <input type="checkbox"/> 13. MIS/DP Manager                         |
| <input type="checkbox"/> 14. Professional (Doctor/Lawyer/Architect) |
| <input type="checkbox"/> 15. System Support                         |
| <input type="checkbox"/> 16. Facilities Manager/Staff               |
| <input type="checkbox"/> 17. Purchasing Manager/Staff               |
| <input type="checkbox"/> 18. Manager/Supervisor (not listed above)  |
| <input type="checkbox"/> 19. Not applicable                         |
| <input type="checkbox"/> 20. Other _____                            |

**How are we doing?**

Please provide comments on APC products and/or service.  
If you have a question that requires a response, please visit:  
<http://www.apc.com/support>

UNITED STATES  
IN THE  
IS AVIATED  
NECESSARY  
NO POSTAGE

**NOW, Extend your warranty!**



**YES!**

**I would like to purchase an extended warranty. For details call**

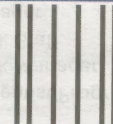
**1-800-800-4APC**



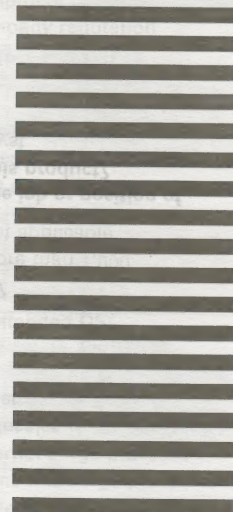
**APC has won more than  
150 awards for performance  
and reliability.**

**APC**  
Legendary Reliability®





NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



# BUSINESS REPLY MAIL

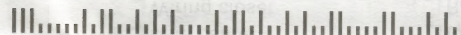
FIRST-CLASS MAIL

PERMIT NO. 36

WEST KINGSTON RI

POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN POWER CONVERSION  
ATTENTION CRC: q437x  
132 FAIRGROUNDS RD  
PO BOX 278  
WEST KINGSTON RI 02892-9906





# Now register online!

## HERE'S HOW:

- Visit the APC Web site and go to:

***<http://warranty.apc.com>***

ENTER KEY CODE: **q437x**

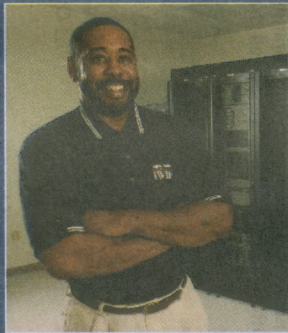
## OR

- Fill out the registration information and fax to: **(401) 789-3710**

## OR

- Fill out the registration information and mail this postage paid card (refold and seal at top - NO STAPLES PLEASE)

## Register your APC equipment today!



**APC has won more than 150 awards for performance and reliability.**

**APC**  
Legendary Reliability®